

## Wharfside Patients' Forum

### Notes of meeting held on Wednesday June 25<sup>th</sup> 2008

**Present:** Bernard Forbes co-chair                      Garry Wall co-chair  
                  Martin Schwarz, Philippe, David W, James D, Frank

Caroline Hart: Sexual Health Pathways and Implementation Manager

**Apologies:** Michael W, David M

#### **The following issues were dealt with at this meeting:**

1. Notes from last meeting
2. GP Access
3. Phoning for Blood Results
4. P4P
5. Patient Satisfaction Survey
6. Other Business

#### 1. Notes from last meeting

Agreed

#### 2. GP Access

A proposal is being considered to include the services of a GP on Wharfside due to the growing concern many patients have about accessing GP's in their locality. There are several reasons why patients don't access primary care closer to home including confidentiality, lack of faith in GP's knowledge of HIV and medication interaction from non-specialist conditions e.g. Asthma, High Blood Pressure etc. There was discussion on how people felt as individuals towards the issue of accessing GP services.

Having a GP on Wharfside could counter these concerns as patients would be reassured knowing the GP would have access to HIV specialist knowledge therefore acquiring an awareness and training of HIV needs and the patients confidentiality is assured. Such a service had to be available to all patients on Wharfside and not just those registered as living in Westminster. It could not be compulsory to register with the Wharfside GP as some patients are happy to access primary care nearer to home but it will be beneficial to many having primary care in an active care setting. There are around 75,000 people living with HIV in the UK and the number is rising. The matter of GP access needs to be addressed to allay fears of increased demand for non HIV related care which is not currently available.

### 3. Phoning for Blood Test Results.

The new Solidus system has been installed providing a more efficient system of contacting the Wharfside Clinic and phoning for blood test results which is due to be introduced by October. A letter from Dr Walsh will be given to patients explaining the changes.

There had been some concerns raised about the dispassionate and indifferent phlebotomists (blood takers): some patients felt uncomfortable with them, but it was thought they could have been agency staff prior to recruiting permanently to these new positions. Caroline Hart will invite Zoe Sheppard to join our next forum meeting in July to assure patients of continuity of service.

### 4. P4P-Patient for Patient

A meeting was held prior to the forum gathering to discuss delays in responding. Some patients who have requested P4P have complained that some time has elapsed before they were contacted by a P4P advocate. It is suggested that patients needing a prompt response give their requests to the nurses at Wharfside who can directly contact P4P and forward details. Garry will place a notice on the suggestion box regarding this.

### 5. Patient Satisfaction Survey

Using last year's questionnaire as a template the forum focussed on preparing the Patient Satisfaction Survey to be carried out at Wharfside, the Family Clinic and on the forum website in September. Patients are encouraged to complete the survey as their views are considered and if necessary implemented. A list of services at Wharfside needs to be compiled and displayed in reception for patients as we discovered during last years survey many people were unaware what services the clinic offered.

It was suggested more literature about Wharfside services should be placed in the Clinical Trials Centre.

### 7. Other Business

#### *CRS – Computerised Records Service*

An event will be arranged by the forum for a CRS presentation by Elizabeth Hesketh Hewson with directed questions following. This will give Wharfside patients the opportunity to address their concerns and fears about CRS. A date and venue has yet to be agreed but it will be on a Saturday and a free lunch will be provided.

#### *Home Delivery*

There are currently 500 patients on Home Delivery. Most are satisfied with the service with a small number opting out. Home Delivery of medication saves the Wharfside pharmacy a considerable amount of money and is a convenient way for patients to receive their anti-retroviral medication saving them time waiting at pharmacy and transporting their meds home.

**The next WSPF meeting will be on Wed July 30<sup>th</sup> '08 in the Macrae Room  
(next to the Canal Restaurant) 2<sup>nd</sup> floor QEQM building**